

Date: Aug 11, 2022
Position: Inside Sales Representative
Status: Full Time
Location: Burnaby

PrismTech Graphics is a North American leader in the rapidly changing and transforming business of print communications. In business for over 25 years, we are truly best-in-class and deliver superior results through expert craftsmanship, advanced technology, and sustainable practices. Our Burnaby location is seeking the addition of a proven and experienced Inside Sales Representative interested in a long-term career opportunity to work with an industry leader in large format print communications.

The Inside Sales Representative role is responsible for successfully managing a portfolio of existing small to mid-size house accounts that require wide format print services. The position is the key liaison between client and company, ensuring exceptional customer relationships and contributing to the company's successful business retention and growth initiatives. In close collaboration with Sales Management, the Inside Sales Representative is expected to meet or exceed sales budget targets which are established annually and monitored on an ongoing basis.

Core Responsibilities

- Provide direct support for the assigned roster of active accounts.
- Retain and grow existing account sales.
- Meet or exceed mutually established annual sales budgets.
- Respond to a range of inquiries, including sample requests, project specifications, quotations, order placement, incoming prospect calls, website inquiries, and walk-in clients.
- Provide vacation coverage for the Account Representatives and their respective customers' needs.
- Develop new account relationships through outreach and sales coaching.
- Effectively communicate with customers to present print pricing proposals of various complexities and help facilitate the successful execution of their projects.
- Accurately communicate customer requirements and work to resolve challenges in a professional, proactive, and collaborative way with the highest regard to sustainability practices and integrity in the work environment.
- Stay informed and up to date on PrismTech and affiliated company's full range of print product and service offering.
- Maintain and update database of active customers contact within PrismTech's ERP system.
- Work with Planning teams to ensure effective client communication to meet production and delivery expectations.
- Assist in plant tours, press approvals, and other on-site customer visits.
- Participate in weekly Sales Huddles and semi-annual Sales Conferences.

Skills & Qualifications

- Minimum 2 years experience in a customer-facing role in the large format printing industry and/or post-secondary degree or diploma in graphic communications, business, or equivalent education and training.
- A solid knowledge of prepress, digital, and wide-format print production, new technology developments and market and competitive trends.
- Highly organized with excellent listening, verbal and written communication skills.
- Positive and professional demeanor with a demonstrated track record of solid, customer focused work ethic.
- Excellence in B2B customer service and/or sales, ideally in a print or custom manufacturing environment.
- Skilled in MS Office Suite (including MS Teams), and CRM tools.
- Ability to multi-task, prioritize, manage time and work effectively as an individual and in collaboration with colleagues.

If you are interested in this opportunity, please forward your resume to hr@prismtechgraphics.com and quote "Inside Sales" in the email subject line.